

Children's Administration Quality Assurance Requirements for Promoting First Relationships' Certified Providers

Steps to become a Certified PFR Provider:

1. Attend the 2-day PFR Workshop
2. Successfully complete phase one and phase two of PFR mentored distance learning training (or equivalent provided by a Certified PFR Agency Train-the-Trainer):
 - a. Phase One: View 11-set Video Training series while being mentored online by a PFR Trainer weekly for 5 weeks, or until all videos have been viewed and discussed.
 - b. Phase Two: Implement 10-week PFR outline to a practice family while being mentored weekly online by a PFR Master Trainer to discuss all core PFR concepts, view caregiver-child interaction video, review videos of yourself doing PFR, and to prepare for weekly visits.
3. Pass PFR fidelity measures for Whole Session fidelity and Video Feedback fidelity (see attached measures). Fidelity video must be submitted to PFR program within 2 months of finishing training in order to be eligible for scoring. If Provider does not pass fidelity measures, initial remediation steps listed below can be taken, upon approval of Children's Administration.

Ongoing Fidelity Requirements:

1. Attend monthly approved PFR reflective practice group to ensure ongoing fidelity to the model. Regular attendance is mandatory (Cannot miss more than two meetings per year, unless ill or special circumstance). Reflective Practice (RP) group activities can include:
 - a. Watching and discussing caregiver-child interaction videos;
 - b. Viewing/reflecting on videos of provider working with dyad while giving video feedback to parent, or doing other curriculum piece;
 - c. Discussing core PFR principles and applying to dyads on caseload; and
 - d. Discussing one's own feelings about the work and/or dyad.
2. The monthly RP groups will be online, video based meetings and therefore need to be conducted in a location that supports video conference participation.
3. Successfully passing yearly fidelity measures for Whole Session fidelity and Video Feedback fidelity.

4. Experienced PFR Provider: An individual trained and certified, who has participated in monthly RP groups for 3 years and approved by the CA regional program lead to move to Experience Provider status.
 - a. Experienced PFR Provider is required to attend at least 4 RP meetings yearly
 - b. Experienced Provider status is not a permanent designation and maybe changed due to fidelity concerns.

Remediation Steps for Providers not meeting Fidelity Compliance of 1) Regular Attendance at Reflective Practice meetings; and/or 2) Failing to Pass Fidelity measures:

1. Meet online or in-person with PFR Master Trainer, CA PFR Lead, or PFR Agency Train-the-Trainer, as appropriate, to discuss current fidelity challenges and to receive further mentoring in order to correct those fidelity challenges. The remediation period may take one to two sessions for minor shifts to occur, or may take up to 6 remediation sessions to correct bigger discrepancies in fidelity. CA will approve number of visits.
2. Remediation sessions will include viewing caregiver-child interaction videos to enhance observational skills; provider videotaping self and watching and discussing areas of strength and areas that require a shift in consultation strategy or way of being in order to achieve fidelity; being assigned additional reading and discussing these core concepts during sessions; and/or discussing personal feelings/motivations that are getting in the way of implementing PFR as intended.
3. Upon completion of the specified number of remediation visits, Provider will submit a Whole Session Fidelity video that includes Video feedback. This submittal will be coded for fidelity, and if the provider passes, the Provider will be certified to continue to deliver PFR services to families on his/her caseload. If Provider does not pass fidelity following remediation steps, Provider is not considered certified to implement PFR. At this point, Agency can decide whether or not to pay for additional remediation at its' own expense, in order to help Provider achieve fidelity.